

Cafeteria Food Service Improvement

Business Analysis Report

Problem Description

The university cafeteria currently offers a limited food assortment. The menu is small, rarely changes, and is mainly focused on keeping prices low rather than providing variety. As a result, students often face the same food choices every day.

Although affordable prices attract many students, the lack of options reduces overall satisfaction. During lunch breaks, long queues form, and students usually choose the fastest available meal instead of the one they would actually prefer. Since there are few affordable alternatives nearby, students are forced to rely on the cafeteria even when the menu does not meet their expectations.

Stakeholders

Students	Fast and affordable food More variety Short waiting times
Teachers & Staff	Regular daily meals Convenient service
Cafeteria Workers	Stable workload Simple preparation processes
University Administration	Student wellbeing Lower complaint rates Controlled costs
Suppliers	Clear requirements Stable cooperation

Project Goals

Main Goals

- Make cafeteria food more balanced
- Increase menu variety
- Reduce waiting lines
- Improve overall satisfaction

Specific Goals

- Add light and simple meals
- Introduce grab-and-go options
- Keep prices affordable for students

Current Situation (AS-IS)

Currently, the cafeteria operates with a basic service model. Meals are prepared in advance, the menu changes rarely, and the focus remains on low-cost items. This results in limited choice and long queues during peak hours.

Future Vision (TO-BE)

Option 1 – Small Improvements

Menu rotation, simple new dishes, ready meal boxes

Option 2 – Medium Investment

Expanded menu, combo meals, improved service flow

Option 3 – Larger Change

External catering partnership and weekly rotating menu

Requirements

Functional Requirements

- Wider daily menu selection
- At least one light meal option per day
- Fast service during breaks

Non-Functional Requirements

- Affordable pricing
- Reliable supply chain
- Clean and safe cafeteria environment

Risks

- Increased costs due to menu expansion
- Low student interest in new options
- Supply delivery issues
- Need for additional staff

KPI (Success Indicators)

- Reduced waiting times
- Higher student satisfaction scores
- Increased cafeteria usage
- Positive feedback on food variety